

Kinedo Product Guarantee

Kinedo products are guaranteed for 2 years parts and labour plus 8 years for parts* from the date of purchase against faulty materials or workmanship. During the initial 2 year period it will be repaired or have parts replaced at the discretion of the company free of charge and during an extended 8 year period parts only can be replaced providing that:

- The original purchaser completes and returns to Kinedo the registration form within 3 months of installation of the product and any fault, complaint or defect is notified Kinedo within 30 days of the fault occurring.
- You must make Kinedo aware of any obvious fault or defects with your product before it is installed.
- Proof of purchase must be supplied, and the product or parts must be returned or inspected by a Kinedo representative.
- The product has been purchased by the user for normal domestic use and not purchased ex-showroom display.
- The product has not been modified, altered or transformed and repairs have not been attempted other than by installers or professionals authorised by Kinedo. The guarantee will be valid only if installation, use and maintenance has been carried out in accordance with the installation instructions.
- Fair wear and tear of the product and build-up of limescale and mildew is excluded from the guarantee.
- Breakage of glass is not covered by the guarantee as glass by its nature can shatter. All glass used conforms to EN121150-1 where applicable. Seals, subject to wear and tear are guaranteed for the initial 2 year period only
- The benefit of the guarantee cannot be assigned.
- No labour costs will be reimbursed under the guarantee unless prior agreement has been obtained in writing from Kinedo.
- We will replace at our discretion, in part or whole, a product which is defective in operation or materials. If the exact model is no longer available, we will endeavour to provide the nearest equivalent from our then current range.
- This product guarantee applies to the original purchaser or end user and the original installation address only, is non-transferable and takes effect from the date of purchase.
- The guarantee does not cover damage during fitting, accidental or malicious damage, improper use or negligence, discolouration due to prolonged exposure to sunlight or UV light, general wear and tear or damage due to poor installation or servicing or consequential loss
- We require original proof of purchase to be provided for us to be able to consider any claim, so please keep your invoice and/or receipt.
- We recommend you examine the Goods to check that they are as ordered and undamaged within 30 days from the day of delivery. Please open each box and check that everything is as ordered and appears in good condition

- You are obliged to take care of any products that you intend to return to us. We ask you to ensure that returned items are complete, unused, and in the original packaging. Please ensure that they are packed appropriately for courier collection.
- This guarantee does not cover any rights other than those expressly set out above and does not cover any claims for consequential loss or damage.
- This guarantee is offered as an extra benefit and does not affect your statutory right as a consumer in any way whatsoever. *Cristal plus surface protection and seals are guaranteed for 2 year period only.